

Welcome to Maricopa Integrated Health Systems Health Plans

Maricopa Integrated Health Systems Health Plans (MIHS-HP) is a division of the Maricopa Integrated Health System (MIHS) and is responsible for providing covered services to a growing number of Arizona residents. Your professional skills, together with those of other health care professionals, are essential in providing quality cost-effective care to our members.

MIHS-HP has developed the MIHS-HP Provider Manual to assist you in providing care to MIHS-HP members and in obtaining reimbursement for those services. We hope that you will find the manual a useful reference tool for working with MIHS-HP and its members. MIHS-HP will forward to you changes and updates to the manual as they occur.

The MIHS-HP Provider Manual is available on disc in MicroSoft Word 97 format. If your office would like a copy on disk, please contact Provider Services at 602/344-8957.

MIHS-HP expects that all contracted providers will review the MIHS-HP Provider Manual. Any questions, concerns, or suggestions regarding the manual are encouraged and should be directed to a Provider Services Representative at 602-344-8957.

Thank you for your participation in the Maricopa Integrated Health Systems Network.

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Important Phone Numbers and Contact Guidelines

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY AND POST ALONG WITH THE KEY CONTACT LIST.

MLTCP Case Management

- Changes in member's health or level of function
- Problems with the member and/or the family
- The member requires additional equipment or services, including behavioral health
- The member enters and returns from the hospital or nursing facility
- The member wants to move to another home or setting

Authorization/Referral

- The member needs transportation to regular medical appointments.
- Medical emergencies **after normal business hours** that do not warrant 911.
- Medical information or a change of condition occurs during the evening or the weekend when the PCP is not available.

Claims

- Instances of incorrect payments
- Explanations of denials
- Claim status checks
- Instructions on how to complete claim forms
- General claims questions

Member Services

- Benefit explanations
- Problems, complaints, and grievances
- Verifying member eligibility
- Member PCP changes
- Member address, phone, or name changes

Provider Services

- Policy questions
- Contract issues
- General financial issues
- Provider demographic changes
- Provider termination/panel closures
- Provider training/education

Important Phone Numbers *(Listed by department in alpha order)*

MIHS-HP MAIN NUMBER: 344-8700

FAX NUMBER: 344-8987

Arizona Long Term Care System (MLTCP) Case Management

Central Valley Office	602/344-8755
East Valley Office	480/497-6400
West Valley Office	602/344-8600

Central Valley Fax	602/344-8751
East Valley Fax	480/497-3820
West Valley Fax	602/678-1810

Authorizations/Referrals

Authorization 24 Hour Number	602/344-8111
Fax	602/344-8706
Medical Services Fax	602/344-8706

Behavioral Health

Behavioral Health	602/344-8755
Fax	602/344-8751

Business Systems

Business Systems	602/344-8550
Fax	602/344-8823

Claims Research

Claims	602/344-8555
Fax	602/344-8460

Member Services

Member Services	602/344-8760
Toll Free Number	800/582-8686
Fax	602/344-8515

Non-Emergent Transportation	602/344-7402
Fax	602/344-8515

Pharmacy Authorization

Pharmacy Authorization	602/344-8451
Fax	602/344-8858

Provider Services

Provider Services	602/344-8957
Fax	602/344-8933

Utilization/Medical Case Management

Utilization/Medical Case Management	602/344-8310
Fax	602/344-8348